



PEPC QUICK START GUIDE

for

Step 7 – Comment Analysis

What does this Quick Start Guide cover?

1. Reviewing correspondence received from the public
2. Entering correspondence submitted outside the PEPC system (e.g., letter, fax, email)
3. Managing codes to use in organizing comments
4. Using the New Coding Tool
5. Tracking public requests
6. Creating comments from public correspondence
7. Developing concern statements from comments
8. Drafting responses to concerns
9. Generating reports to use in analyzing comments

Step 7 – Comment Analysis

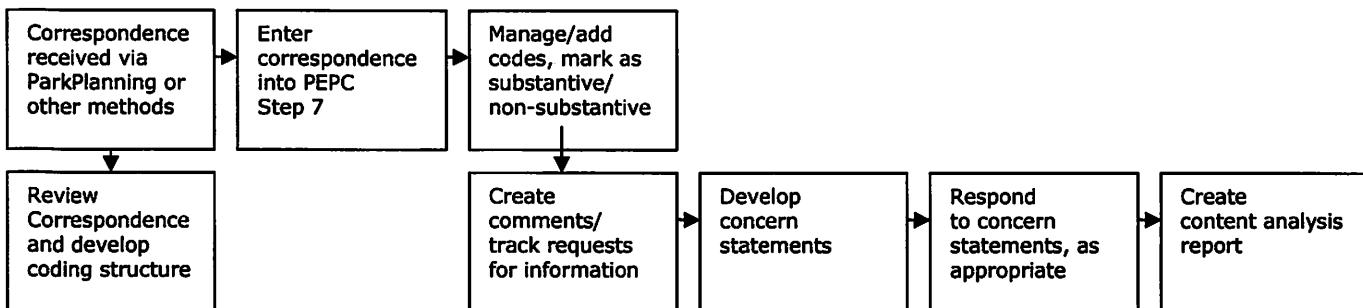
PEPC as a Public Involvement Tool

Public Access to NPS Documents - PEPC Step 7 allows NPS the opportunity to provide the public with unprecedented, easy access to documents which we would like to share with stakeholders. It is an effective tool that can be used to meet the public involvement requirements identified in Director's Order 12.

Comment Analysis and Response - Analysts can use PEPC Step 7 to sort correspondence, identify and analyze public comments, and create responses to substantive concerns raised by the public when appropriate. Step 7 helps organize and store all comments and can help identify form letters as they are received. Once correspondences are in the PEPC system, it is easy to flag the substantive comments from each piece of correspondence received. Codes (which represent topics or subject matters) are used within PEPC to categorize comments within a correspondence. Once coding is completed, similar substantive comments are compiled into "concern statements." Analysts can then use Step 7 to capture responses to numerous comments addressing the same issue.

PEPC facilitates the analysis of comments by eliminating the tedious job of hand sorting and consolidating piles of hard copy correspondence. Step 7 helps streamline the response process by storing all comments electronically in a centralized location, where they can be accessed and responded to by all members of the project team. PEPC then generates reports to use to track comment analysis progress and to include in NEPA documents.

The Public Comment Analysis Process Using PEPC



Click on Step 7 in the left navigation. The list of public documents associated with that project will appear as shown below. These documents will most likely have been posted to the public PEPC site under Step 6 Public Communication. Step 6 is where you create the project home page and other public pages describing your project's planning process and public review opportunities. However, you can also post a document for review under Step 7 by following the instructions below.

What can you accomplish under Step 7 – Comment Analysis?

7 Public Documents & Comment Analysis	
♦ Public Documents List	List of Public Documents.
♦ Document Details	View document description, review dates, and associated files for a document posted to the public site.
♦ Correspondence	Enter, search for, and review correspondence submitted for the document you are working with.
♦ (New) Coding Tool	Code comments by highlighting and adding codes.
♦ Comments	View or search through public requests tracked from correspondence by request type, date, or status.
♦ Concerns	View or search through comments from correspondence by status, organization, date, comment code, or substantive status.
♦ Responses	View or download a statistical report listing comments and correspondence by code, code status, organization type, etc.
♦ Public Requests	Develop or search through concern statements that summarize the voice of the public to streamline the response process.
♦ Content Analysis Report	Prepare or search through responses to concern statements.
♦ Sub/Non-Sub Report	Generate a report of substantive or non-substantive comments to use in drafting responses.
♦ Index By Org. Type Report	View a list of correspondence and their associated comment codes by organization type.
♦ Index By Code Report	View a list of correspondence and their associated organizations by comment code.
♦ Concern Response Report	View responses and representative quotes from correspondence by concern statement.
♦ Manage Codes for Entire Project View Edit	Set-up coding structure to use in categorizing comments and to streamline the response process.
♦ Entire Project Code Analysis Report	Generate a report that lists the total number of correspondence and the number of comments under each code.
♦ Demographics Report	Generate a report of all correspondence received, including full correspondence text.

Comment Analysis

1. Reviewing correspondence received from the public

During the public comment period, correspondence should be periodically reviewed to begin to understand the subject matters that are of public concern. By reviewing correspondence as they come in, the team can begin to identify codes to be used to analyze comments and create concern statements; and can begin to strategize about ways to address the concerns (e.g., getting more information if necessary to support the analysis).

Correspondence can either be submitted:

- 1) directly into PEPC by the public through the public PEPC web site (<http://parkplanning.nps.gov>), or
- 2) via other means (e.g., letter, comment cards, public meetings). The team must enter these correspondences into the PEPC system as described below in "[2. Entering correspondence submitted outside the PEPC system](#)".

All correspondence submitted needs to be reviewed. Reviewing correspondence entails reviewing information about the author of the correspondence, the type/date of the correspondence, the text of the correspondence, and requests for information, as shown below. Then the comments within correspondence are pulled out for coding, summarized with concern statements, and responded to, as appropriate (e.g., when substantive comments have been submitted to during review of a DEIS).

1.1: To review correspondence, click the **Public Document** you wish to review in the document list.

The screenshot shows the PEPC software interface. The top navigation bar includes links for Home, Parks, Project / Search, Reports, Tools, Admin, and Logout. The National Park Service logo is in the top right. The main content area shows a "Public Documents" list with two items:

Order	Action	Document/Project	Published to Public:	Yes	No	Review Dates
1	<input checked="" type="checkbox"/>	Project Home Page	Yes			Posted 03/11/2014
2	<input checked="" type="checkbox"/>	McCarthy Creek Temporary Access	No			01/24/04 - 02/23/04
2	<input checked="" type="checkbox"/>	Finding of No Significant Impact for McCarthy Creek Temporary Access	Yes			

Below the table, there is a "Project Public Description for ParkPlanning.nps.gov Project Homepage:" section containing the following text:

Dear Public Reviewer,

The National Park Service has prepared an environmental assessment for proposed temporary access to two inholdings on McCarthy Creek in Wrangell-St. Elias National Park and Preserve. The environmental assessment is available for review at the following website:

www.nps.gov/wrst/plan.htm

Public comments on the environmental assessment will be accepted from January 24 to February 23, 2004. Written comments may be addressed to:

Gary Candelaria, Superintendent
Wrangell-St. Elias National Park and Preserve
Post Office Box 439
Copper Center, Alaska 99573

The left sidebar menu includes numbered sections 1 through 8, with "Public Document List" circled in red. Other menu items include "Manage Codes for Entire Project", "Entire Project Code Analysis Report", "Demographics Report", "Close Project", and "Print Forms".

1.2: Click the **Correspondence** link in the left navigation. The Correspondence List will appear (shown below). Here you can view a list of all correspondence or search all correspondence by filtering options.

PEPC
Planning, Environment and Public Comment

National Park Service
U.S. Department of the Interior

Project Home WRST > McCarthy Creek Temporary Access (10008) > Public Documents > McCarthy Creek Temporary Access

Home | Parks | Project / Search | Reports | Tools | Admin | Logout

Correspondence

Enter More Print Results

1 Project Setup

2 Funding

3 Internal Scoping / IDT Tasks

4 Natural/Cultural Compliance

5 Internal Documents / Comments

6 Public Communication

7 Public Documents & Comment Analysis

Public Document List

Document 10007:

Document Details [View](#) | [Edit](#)

Correspondences

Comments

Concerns

Responses

Public Requests

Content Analysis Report

Sub/Non-Sub Report

Index by Org Type Report

Index by Code Report

Concern/Response Report

Manage Codes for Entire Project

[View](#) | [Edit](#)

Entire Project Code Analysis Report

Demographics Report

Correspondence

Author Last Name: (Matches Last Name in Author's Last Name. No spaces allowed)

Org. Type: All Date From:

Organization: Date To:

Review Status: All Corr. ID:

Form Letter: All Master ID:

Corr.Type: All Sort By: Correspondence ID

Search Keyword:

Correspondence List (found total ' 254 '):

ID	Action	Correspondence Starting Text	Author	Received	Form Letter	Status
1		The Park Service must comply with their mandate to prevent impairment... The purpose and need of	Kate Taylor The Wilderness Society P - Conservation/Preservation	02/17/04	No	Reviewed
2		No mention of other forms of oversnow transport... Under Alternative A, I see no mention of pack	Ed LaChapelle I - Unaff.	02/11/04	No	Reviewed
3		personal opinion	Bill Massengale I - Unaff.	02/11/04	No	Reviewed
4		personal opinion supporting NPS	Kim A Morse I - Unaff.	02/05/04	No	Reviewed
5		EA comments	Janice Stuart US Army Corps of Engineers F - Federal Government	02/26/04	No	Reviewed
6		personal opinion	John Markot I - Unaff.	02/27/04	No	Reviewed
7		questions on permit stipulations	Papa Pilgrim I - Unaff.	01/27/04	No	Reviewed
8		EA comments	Steven Borell Alaska Miners Association B - Business	02/20/04	No	Reviewed

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1.3: Click the magnifying glass to view an individual correspondence.

1.4: The correspondence page that appears (shown below) provides the following information:

PEPC
Planning, Environment and Public Comment

National Park Service
U.S. Department of the Interior

Home | Parks | Project / Search | Reports | Tools | Admin | Logout

WRST > McCarthy Creek Temporary Access (10003) > Public Documents > McCarthy Creek Temporary Access > Correspondence

Correspondence (6)

Enter View Print

1 Project Setup

2 Funding

3 Internal Scoping / IDT Tasks

4 Natural/Cultural Compliance

5 Internal Documents / Comments

6 Public Communication

7 Public Documents & Comment Analysis

- Public Documents**
- Document Details** [View](#) [Edit](#)
- Correspondences**
- Comments**
- Concerns**
- Responses**
- Public Requests**
- Content Analysis Report**
- Sub/Non-Sub Report**
- Index by Crg Type Report**
- Index by Code Report**
- Concern/Response Report**
- Manage Codes for Entire Project** [View](#) [Edit](#)
- Entire Project Code Analysis Report**
- Demographics Report**
- Close Project**

Author Information

Keep Private: No
 Name: John Marko
 Organization:
 Organization type: I - Unaffiliated Individual
 Address: 123 4th St.
 Midland, TX 78921
 USA
 E-mail:

Correspondence Information

Status:	Reviewed	Park Correspondence Log:	
Date Sent:	02/22/2004	Date Received:	02/22/2004
Number of Signatures:	1	Form Letter:	No
Contains Request(s):	No	Type:	Other
Notes:	ALRA questionnaire		

Correspondence Text

I am writing to comment on the McCarthy Creek Temporary Access plan.

You clearcut 2 miles of wilderness around the Pilgrim's property without assessing damage to the environment, proving your regard is not for the environment. You needlessly subjected the fish in McCarthy Creek to electrical shock when Alaska State Fisheries had already stated in writing there was no problem with crossing the streams, again showing an agenda other than a regard for the environment. You have set standards of travel equivalent to those required to cross virgin tundra when this is an 80-year-old pre-existing grave road, even calling the tunnels and old bridging "cultural relics" that they must avoid when there are part of the road.

Add Comment

Comment Text: 2,500 char. max.

Add Comment characters left

Comments

View	ID	Comment	Status	Assigned Code(s)	Code	Delete
View	47841	You needlessly subjected the fish in McCarthy Creek to electrical shock when Alaska State Fisheries had already stated in writing there was no problem with crossing the streams, again showing an agenda other than a regard for the environment.	Closed	W-H100	Code	Delete

Request Text

No Request Text Found.

Add Public Request

Request Type: [View](#)

Request Text:

Save Request

Public Requests

ID	First 30 Characters	Type	Status	Edit
No public requests have been identified in this correspondence.				

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◀author contact information (if provided),

◀These fields cannot be edited if the correspondence was submitted over the web.

◀correspondence information (date received, correspondence type, and form letter indication)

◀correspondence text (text submitted from which specific comments are pulled from and coded to issue topics for response),

◀comments (team pulls these from the correspondence text and codes them to particular issue topics), and

◀requests for information (team pulls these from the correspondence text and tracks their resolution).

2. Entering correspondence submitted outside the PEPC system (e.g., hard copy letter, comment forms, meeting transcripts)

Although the goal of the NPS is for the majority of public comments to be entered directly into PEPC by the commenters, the team may still need to enter correspondence received from sources outside PEPC (e.g., hard copy letter, comment forms, meeting transcripts).

2.1: To enter correspondence, click the **Correspondence** link under Step 7 on the left navigation menu.

2.2: Click **Enter More** at the top right-hand corner to open the Enter Correspondence page (next page).

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National Park Service
U.S. Department of the Interior

Project Home Correspondence Enter More Print Results

1 Project Setup

2 Funding

3 Internal Scoping / IDT Tasks

4 Natural/Cultural Compliance

5 Internal Documents / Comments

6 Public Communication

7 Public Documents & Comment Analysis

- Public Document List

- Document 10007:
Document Details
[View | Edit](#)

Correspondences
(New) Coding Tool

Comments

Concerns

Responses

Public Requests

Content Analysis Report

Sub/Non-Sub Report

Index by Org Type Report

Index by Code Report

Concern/Response Report

Author Last Name: (Matches Last Name in Author's Last Name. No spaces allowed)

Org. Type: All Date From:

Organization: Date To:

Review Status: All Corr. ID:

Form Letter: All Master ID:

Corr.Type: All Sort By: Correspondence ID

Search

Correspondence List (found total ' 254 ')

ID Action Correspondence Starting Text Author Received Form Letter Status

1 The Park Service must comply with their mandate to prevent impairment... The purpose and need of Kate Taylor 02/17/04 No Reviewed
P - Conservation/Preservation

2 No mention of other forms of oversnow transport... Under Alternative A, I see no mention of pack Ed LaChapelle 02/11/04 No Reviewed
I - Unaff.

3 personal opinion Bill Massengale 02/11/04 No Reviewed
I - Unaff.

4 personal opinion supporting NPS Kim A Morse 02/05/04 No Reviewed
I - Unaff.

5 EA comments Janice Stuart 02/26/04 No Reviewed
US Army Corps of Engineers
F - Federal Government

6 personal opinion John Markot 02/27/04 No Reviewed
I - Unaff.

7 questions on permit stipulations Papa Pilgrim 01/27/04 No Reviewed
I - Unaff.

1 - 50 of 254 Go To # GO

PEPC
Planning, Environment and Public Comment

Project Home Correspondence Enter More Print Results Help

1 Project Setup

2 Funding * indicates required field to Save Save Cancel Clear

3 Internal Scoping / IDT Tasks

4 Natural/Cultural Compliance

5 Internal Documents / Comments

6 Public Communication

7 Public Documents & Comment Analysis

- Document List Document Details View | Edit
- Correspondences (New) Coding Tool
- Comments
- Concerns
- Responses
- Public Requests
- Content Analysis Report
- Sub/Non-Sub Report
- Index by Org Type Report
- Index by Code Report
- Concern/Response Report
- Manage Codes for Entire Project View | Edit
- Entire Project Code Analysis Report
- Demographics Report
- 8 Close Project**
- Print Forms

Enter Correspondence

Choose Master Form Letter
Form Letter Status: This is NOT a Form Letter Instructions for Form Letters

Author Information

Keep Private:
Unknown

First Name: MI:
Last Name:
Organization:

Member Official Rep.
n/a

Organization Type: * Address 1: *
Address 2:
City: *
State/Province: * If outside the US, please select Non-US
State/Province: * Required if Non-US
Postal Code: *
Country: United States of America
E-mail:

Correspondence Information

Form Letter:
Status: New Park Corr. Log:
Type: * # of Signatures: 1
Date Sent:
Date Received:
Notes:

Correspondence Text *

Attachments
No Attachments Found
Add File: Choose File No file chosen
File Description:
Add File

Save Cancel Clear

2.3: Fill in the required fields and others as appropriate to track author information (e.g., name, organization and organization type) and correspondence information (# of signatures, status, type, etc.).

If the letter is a form letter, select the appropriate **form letter designation** from the drop down menu. A "master form letter" is typically the first correspondence received for a form letter campaign. Other correspondence is designated as a form letter under this master template so that the comments from those duplicate letters only need to be analyzed once.

Note: You will want to be cautious in choosing a master form letter. Sometimes commenters tweak form letters. Choose the letter that most closely aligns to the majority of form letters received.

Use the **Unknown** checkbox if the commenter did not provide a First or Last Name. Enter N/A for no address.

The **Number of Signatures** field can be used if the letter was signed by more than one person.

Note: When you are manually entering correspondence, you can enter both the Date Sent and the Date Received. Only the date received is a required field though.

2.4: Enter **Correspondence Text**. Hard copy correspondence can be scanned and converted into an electronic format to be copied and pasted directly into PEPC. Converted text should be reviewed for accuracy.

2.5: Save your work by clicking the Save button. This is a very important step on all PEPC pages!

3. Manage codes to use in organizing comments

When correspondences are submitted on a document, it is possible to streamline the comment analysis process by organizing all the similar comments together and, when appropriate, responding to them once. In PEPC, "codes" are used to represent a particular topic (e.g., purpose and need, alternatives). The team can identify codes based on the major issues addressed in the planning document, scoping reports, and issues raised in correspondence.

Tip: It is recommended that the team review a cross section of public comments and modify the code structure as necessary. If you have multiple people that will be coding, it is strongly recommended that the team understand and discuss the codes before coding begins. This will allow for consistent coding and minimize quality checks that occur after coding is complete. Codes can be added anytime throughout the project as comments are pulled from correspondence. However, if you have a team of people coding you will want to limit the number of codes added after coding has begun, or at least ensure that the entire team has a good understanding of each new code.

Once the code structure is set, particular comments from correspondence are coded according to topic and the team then develops concern statements under each code (steps that are described below).

Note: Codes are managed and used for the entire project. For example, you can choose to collect comments during scoping and use PEPC to organize those comments to help guide the scoping process. Then during the draft EIS stage, you can choose to use some or all of those same codes again that were used to analyze the scoping comments. Although you don't delete codes previously used, you can pick and choose what you want to use for your next document. The codes that you choose not to use again will not appear on your code list, but none of your previous scoping analysis will be lost.

3.1: Before you can begin to code public comments, you must assign codes to use for the project. To add codes, click the **Edit** link under “**Manage Codes for Entire Project**.”

3.2: To **add codes**, you can add Project Codes or use codes from the Park/National Code List.

Tip: You will probably want to brainstorm and write out your code structure outside of PEPC before entering the codes into the system.

The screenshot shows the PEPC software interface. The top navigation bar includes links for Home, Parks, Project / Search, Reports, Tools, Admin, and Logout. The main content area has a left sidebar with numbered steps (1-8) and various report links. The central area displays the 'Manage Codes for Entire Project' screen. It features a form for adding a new project code, with fields for 'Code:' and 'Description:', both marked with a red asterisk indicating required fields. A large red circle highlights the 'Add Project Code' button. Below this is a table titled 'Project Code List (found total '4')' with columns for Use, Code, Description, Substantive Edit, and Delete. Another red circle highlights the 'Save' and 'Cancel' buttons. At the bottom is a table titled 'Park/National Code List (found total '131')' with columns for Use, Code, Description, Scope, and Substantive. A red circle highlights the 'Save' and 'Cancel' buttons for this table as well.

3.3: Click **Save** to save all additions/changes before moving to another screen.

Tip: If you are entering a good number of Project codes, it is a good idea to **intermittently save**, to prevent from losing any data! Clicking the Add Project Code button does not actually save your new code. Clicking the Save button is what saves data to the PEPC database.

1) Add project-specific codes by entering a unique code and description and clicking **Add Project Code** after each entry (codes will individually appear under the Project Code List in the middle of the screen) Refer to the Help link (PEPC guide) in the upper right-hand corner of the Manage Codes screen for more guidance on creating codes.

2) Add codes from the Park/National Code List found at the bottom of the page by clicking the appropriate box to add a checkmark under the “Use” column.

Be sure that the codes you add are consistent with the existing numerical system for easier coding and sorting later on.

3.4: Once you save, you can review your entire list of project and national codes from the **Code List**.

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Planning, Environment and Public Comment

National Park Service
U.S. Department of the Interior 

Home | Parks | Project / Search | Reports | Tools | Admin | Logout

WRST > McCarthy Creek Temporary Access (10008)

Project Home Manage Codes for Entire Project [Edit Codes](#)

Code	Description	Scope	Substantive
AC1000	Access Standards	Project	No
AE1000	Affected Environment: Geologic Resources	National	No
AE10000	Affected Environment: Rare Or Unusual Vegetation	National	No
AE11000	Affected Environment: Species Of Special Concern	National	No
AE15000	Affected Environment: Archeology Resources	National	No
AE2000	Affected Environment: Soils	National	Yes
AE22000	Affected Environment: Visitor Use	National	No
AE4000	Affected Environment: Floodplains	National	No
AE5000	Affected Environment: Wetlands	National	No
AL1000	Alternatives: Elements Common To All Alternatives	National	No
AL3000	Alternatives: Envir. Preferred Alt./NEPA § .101&102	National	Yes
AL4000	Alternatives: New Alternatives Or Elements	National	Yes
CR4000	Cultural Resources: Impact Of Proposal And Alternatives	National	No
GA1000	Impact Analysis: Impact Analyses	National	Yes
MT1000	Miscellaneous Topics: General Comments	National	Yes
ON1000	Other NEPA Issues: General Comments	National	No
PN5000	Purpose And Need: Regulatory Framework	National	Yes
VC24000	Affected Environment: Water Resources	Project	Yes
VR4000	Vegetation And Riparian Areas: Impact Of Proposal And Alternatives	National	Yes
VS4000	Visitor Conflicts And Safety: Impact Of Proposal And Alternatives	National	Yes
WH1100	Fisheries	Project	No
WH4000	Wildlife And Wildlife Habitat: Impact Of Proposal And Alternatives	National	Yes
WQ4000	Water Resources: Impact Of Proposal And Alternatives	National	No

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Note: Codes can be marked **Substantive** or **Non-substantive**. Although soliciting public comment is not a "vote" of how many support or oppose an action, sometimes gathering a feeling for this can be useful in the planning process. You can decide to mark a code as non-substantive to track these comments. Or, you can choose to not code non-substantive comments, as we are only required to address, and when appropriate respond to, substantive comments.

It is not recommended to code all comments as substantive as current guidance promotes leaner NEPA documents.

Substantive Comments are comments that do one or more of the following:

- (a) question, with reasonable basis, the accuracy of information in the EIS.
- (b) question, with reasonable basis, the adequacy of environmental analysis.
- (c) present reasonable alternatives other than those presented in the EIS.
- (d) cause changes or revisions in the proposal.

In other words, they raise, debate, or question a point of fact or policy. Comments in favor of or against the proposed action or alternatives, or comments that only agree or disagree with NPS policy are not considered substantive (non-substantive).

Creating comments from public correspondence

Now that you have entered public correspondence into PEPC and created your code structure, you can proceed to identify specific pieces of that correspondence that need attention (i.e., must be coded and categorized for responses). To respond to the substantive points a commenter makes in a piece of correspondence, PEPC allows the analyst to pull or create a "comment" from the correspondence text.

A "comment" is a select portion of text from a piece of correspondence. Comments are categorized or "coded" to a particular issue topic and if substantive, will later be compiled with other similar comments under the same code to create concern statements for NPS response.

Tip: To help ensure that all newly created comments are assigned a code, it is suggested that you code immediately after creating a comment, as shown below.

4. One way to review the correspondence is by using the **(New) Coding Tool** to code comments from correspondences. Click on the '(New) Coding Tool' in the left navigation. [\(New\) Coding Tool](#)

The Pilgrims applied for permission to the Park Service last summer to use a tracked vehicle (small D-4 bulldozer with blade generally up) to make nine trips along the existing gravel mining roadway that includes tunnels along McCarthy Creek in order to haul building materials and other items for personal use to their home which burned in 2003. They would have to ford the creek numerous times but all scientific evidence indicates there is little damage from these crossings. Small bulldozers are a traditional and common mode of transportation in Alaska. I support allowing the users of the McCarthy Green Butte Road to use this bulldozer as a tracked vehicle for hauling.

4.1

4.2

4.3

4.4

4.5

4.6

4.7

ID	Comment	Code	Code Details	Rep Quote
10069	The Pilgrims applied for permission to the Park Service last summer to use a tracked vehicle (small D-4 bulldozer with blade generally up) to make nine trips along the existing gravel mining roadway that includes tunnels along McCarthy Creek in order to haul building materials and other items for personal use to their home which burned in 2003. They would have to ford the creek numerous times but all scientific evidence indicates there is little damage from these crossings. Small bulldozers are a traditional and common mode of transportation in Alaska. I support allowing the users of the McCarthy Green Butte Road to use this bulldozer as a tracked vehicle for hauling.	MT1000	Miscellaneous Topics: General Co... N	

- 4.1** Select or highlight the text from the Correspondence.
- 4.2** The text will automatically populate in the **Selected Text** box below.
- 4.3** Select your code by **double clicking** on the preferred code.
- 4.4** The code will populate in the **Selected Codes** box below.
- 4.5** Choose radio buttons for **Reviewed once coded**, and check the box for **Representative Quotes** if this text is representative of others for this code.
- 4.6** Select the **Save Comment** button.

4.7 The coded comments will appear in the **Coded Comments** box below with ID, Comment, Code, Code Details and whether or not it's a **Representative Quote**.

4.8 Use the Previous and Next buttons to navigate through the correspondence, or enter a correspondence id and click the Go button to navigate to a particular correspondence.

4.9 Use the 'Exclude Form Letters' checkbox to navigate through correspondence not marked as form letter. Use the 'Show Incomplete Only' checkbox to show only correspondence still marked as New.

5.0 An alternate method for coding comments is by viewing the correspondence and moving text into the comment text box.

The screenshot shows the PEPC (Planning, Environment and Public Comment) software interface. The left sidebar contains a navigation menu with sections like Project Home, Project Setup, Funding, Internal Scoping / IDT Tasks, Natural/Cultural Compliance, Internal Documents / Comments, Public Communication, Public Documents & Comment Analysis, and various reports. The main content area is titled 'Correspondence (6)' and shows a list of correspondence entries. One entry is expanded, showing 'Correspondence Information' such as Status: Reviewed, Date Sent: 02/22/2004, Number of Signatures: 1, Contains Request(s): No, and Notes: ALRA questionnaire. Below this is the 'Correspondence Text' section, which contains a paragraph about fish being subjected to electrical shock. A red arrow points from the 'Comment Text:' field to the 'Add Comment' button. Another red circle highlights the 'Add Comment' button. At the bottom, there is a 'Comments' table with one row:

View	ID	Comment	Status	Assigned Code(s)	Code	Delete
View	47841	You needlessly subjected the fish in McCarthy Creek to electrical shock when Alaska State Fisheries had already stated in writing that there was no problem with crossing the streams, again showing an agenda other than a regard for the environment. You have set standards of travel equivalent to those required to cross virgin tundra when this is an 80-year-old pre-existing gravel road, even calling the tunnels and old bridging "cultural relicts" that they must avoid when there are part of the road.		Coded WH1100	Code	

5.1: To review correspondence, click the Correspondence link in the left navigation menu and click the magnifying glass icon next to the correspondence to review.

5.2: To create a comment from the correspondence text, highlight the text addressing a particular issue under "correspondence text," and copy or drag the selected text into the "comment text" area.

5.3: Click the Add Comment button. The comment will then appear under the "Comments" list for that correspondence. The comment will be added to the list.

5.4: From list, click the Code button to the right of the comment. Add a code by selecting the appropriate code and clicking the Add Code button.

Note: You can code a comment to more than one code. In some cases, this may be necessary, since you have to capture enough of the comment (e.g., sentence or paragraph) to understand the context. Within that selected piece of text, the commenter could bring up multiple issues. However, use caution when multi-coding, as you don't want to be responding to the same issue in multiple places. This can be avoided if the full team has a good understanding of what should be covered under each code.

Correspondences Coder Name: MADELYN_CARPENTER
Comments Formerly labeled User

Concerns

Responses

Public Requests

Content Analysis Report

SubNon-Sub Report

Index by Org Type Report

Index by Code Report

Concern/Response Report

Manage Codes for Entire Project [View | Edit](#)

Entire Project Code Analysis Report

Demographics Report

[Close Project](#)

Add Code To select multiple codes, use the CTRL key.

Code	Description	Concern	Response	Representative Quote	Delete
AC1000 (N) - Access Standards					<input type="checkbox"/>
AE10000 (N) - Affected Environment: Geologic Resources					<input type="checkbox"/>
AE10000 (N) - Affected Environment: Rare Or Unusual Vegetation					<input type="checkbox"/>
AE11000 (N) - Affected Environment: Species Of Special Concern					<input type="checkbox"/>
AE15000 (N) - Affected Environment: Archeology Resources					<input type="checkbox"/>
AE2000 (S) - Affected Environment: Soils					<input type="checkbox"/>
AE22000 (N) - Affected Environment: Visitor Use					<input type="checkbox"/>
AE4000 (N) - Affected Environment: Floodplains					<input type="checkbox"/>
AE5000 (N) - Affected Environment: Wetlands					<input type="checkbox"/>
AL1000 (N) - Alternatives: Elements Common To All Alternatives					<input type="checkbox"/>
AL3000 (S) - Alternatives: Envir. Preferred Alt./NEPA § .101&1...					<input type="checkbox"/>
AL4000 (S) - Alternatives: New Alternatives Or Elements					<input type="checkbox"/>

[Add Code](#) [Manage Codes](#)

Codes

Code	Description	Concern	Response	Representative Quote	Delete
WH1100 (N) Fisheries		14019	10474	<input checked="" type="checkbox"/>	<input type="checkbox"/>
VC24000 (S) Affected Environment: Water Resources		<input type="checkbox"/>	Create N/A	<input checked="" type="checkbox"/>	<input type="checkbox"/>

[Save](#) [Cancel](#)

5.5: Representative quotes are used to select those comments that best capture the issue described in a comment. If the comment is a representative quote, click the check box in the **Representative Quote** column of the "Codes" table for that comment. You can select multiple representative quotes for a code. Then when you are creating concern statements, you can choose the best representative quotes per code for each concern statement from the ones you selected here.

Note: The Create Concern checkbox can be used to streamline the Step 7 analysis for smaller projects. Use this checkbox to create a concern statement verbatim from your selected comment.

5.6: Save your work by clicking the 'Save' or 'Save and Next' button. [Save](#) [Save and Next](#)

6. Tracking public requests

Often, the public will submit requests for information within the text of their correspondence. For example, the public may ask for the comment period to be extended, or ask to receive a hard copy of the document or previous analyses. Many of these requests will require a response from park staff.

It is important to respond to public requests for further information during the course of the public comment period, not after the comment period closes. By tracking the requestor's contact information, the request date, and the status of the response, PEPC can help facilitate timely responses to public requests.

7 Public Documents & Comment Analysis

Correspondence Information

Status: Reviewed	Park Correspondence Log:
Date Sent: 02/05/2004	Date Received: 02/05/2004
Number of Signatures: 1	Form Letter: No
Contains Request(s): No	Type: E-mail
Notes:	

Correspondence Text

personal opinion supporting NPS

Add Comment

Comment Text: 2,500 char. max.

[Add Comment](#) characters left

Comments

View	ID	Comment	Status	Assigned Code(s)	Code	Delete
View	10010	personal opinion supporting NPS	Coded	MT1000	Code	Delete

Request Text

No Request Text Found.

Add Public Request

Request Type: Document

Request Text:

[Save Request](#)

Public Requests

ID	First 30 Characters	Type	Status	Edit
No public requests have been identified in this correspondence.				

6.1: Since requests should be tracked while reviewing correspondence as they come in, PEPC allows you to pull public request text from the correspondence text on the correspondence page. Again, to review correspondence, click the **Correspondence** link under the left navigation menu and click the ID for the correspondence you are reviewing. The correspondence page will appear as shown (partial).

6.2: To track a public request in PEPC, select the **request type** (document, immediate attention, information, mailing list, other) from the pull down menu.

Note: If you mark a request Immediate Attention, the person identified as the Immediate Attention Request Recipient under your park's Lookup Table will receive the request by email. They can appropriate assign who should respond to the request.

STEP 6.3: Highlight the text under "correspondence text" that explains the request and copy or drag it into the **Request Text** area. (Or, you can enter your own text into the Request Text box.)

STEP 6.4: Click the **Save Request** button.

The request will then appear under the "Public Requests" list at the bottom of that correspondence's page and under the document's Public Requests link in the left navigation bar of Step 7.

6.5: To view the full list of public requests received under your document, click the **Public Requests** link on the left navigation menu.

6.6: Click the **ID** for the request you wish to respond to. You can also search or filter all requests by date, request type, and status.

This screenshot shows the 'Public Requests' list in the PEPC software. The list includes three items:

ID	Type (Correspondence ID)	Request Date	Status
10001	Other (19)	03/01/2004	In Process
10000	Other (19)	03/01/2004	In Process
19824	Document (5)	08/29/2007	Resolved

A red circle highlights the 'ID' column for the third item (19824). The left sidebar shows navigation links, and the top header includes the PEPC logo and a National Park Service link.

Use this list to track the public requests received and their resolution.

This screenshot shows the 'Public Request (Edit)' page for request 19824. The 'Request Text' field contains the following text:

Please send a hardcopy document to my agency.

A red circle highlights the 'Request Text' field. The left sidebar shows navigation links, and the top header includes the PEPC logo and a National Park Service link.

6.7: To update a request and its resolution, click **Edit** to review the request. This page shows the author information from the correspondence the request was pulled from and the request text.

6.8: Fill in the **Date Resolved**, **Resolved By**, and **Action** fields after you have responded to the request.

6.9: Save the request. The request status will automatically be changed to **Resolved** if you have filled in the Date Resolved.

Note: If a request has not been acted upon in 48 hours (i.e., does not have a Date Resolved and is still marked New), PEPC will send an email to the person identified as the Unaddressed Request Recipient in the park's Lookup Tables. Work with your Park Administrator to ensure that this person is identified and kept current.

7. Developing a concern statement from comments

Concern statements are another feature of Step 7 that allows the analyst to summarize what the public is concerned about. It is common that more than one commenter will have the same idea but phrase it in a different way. PEPC helps to streamline the process of analyzing many comments that are virtually the same by allowing analysts to create "concerns." As appropriate, the analyst can then work with their project team to respond to concern statements, rather than to multiple comments that say the same thing.

Once comments are coded, a concern statement is used to summarize comments under that code. Each code can have one or more concern statement depending on how the comments within that code vary and what kinds of responses they warrant. Each of these concern statements is then responded to.

7.1: Before creating a concern statement for a particular code, you should review all of the comments listed under that code. To do so you can view comments under the **Comments** link on the left navigation menu by code, or you can run a report that filters the substantive comments by clicking the **Substantive/Non-Substantive Report** on the left navigation menu. From those two pages, you can filter all comments by code, to view all the comments under a particular issue. These filters can be very useful if you have multiple staff members responding to comments. For example, your Fisheries Biologist can log into PEPC and filter out all of the comments coded to the Fisheries code. Concern statements only need to be created for substantive comments. Project teams have latitude to create concerns of non-substantive comments to help communicate with decision-makers, but these do not require a response.

The screenshot shows the PEPC software interface. The top navigation bar includes links for Home, Parks, Project Search, Reports, Tools, Admin, and Logout. The left sidebar lists various project sections: Project Setup, Funding, Internal Scoping / IDT Tasks, Natural/Cultural Compliance, Internal Documents / Comments, Public Communication, and Public Documents & Comment Analysis. Under 'Public Documents & Comment Analysis', there are links for Document Details, Correspondences, Comments, and Concerns. The main content area displays a 'Concerns List' with a note: '(Note: Only Region Admins and Park Admins have the right to Delete a Concern. Only concerns that have not been responded to can be deleted. Thanks for your cooperation.)'. Below this, a table shows a single item: 'Concerns List (found total 1)'. The table has columns for ID, Status, Code, Analyst, and Has Response. The status is 'All', the code is 'All', the analyst is 'All', and the response is 'All'. A 'Search' button is also present. The bottom of the page shows a footer with links for Home, Parks, Project Search, Reports, Tools, Admin, and Logout, along with a copyright notice for the National Park Service, U.S. Department of the Interior.

7.3: After selecting the code for which you will be creating a concern (you will be prompted to do this), you will see the Create Concern screen. Enter the **concern statement** text.

7.4: To select a **representative quote(s)** to associate with this concern statement, select the 'Use' check box next to the representative quote(s) that best characterize the public's comments on the issue you just summarized.

7.5: Click **Save** and your concern statement will appear under the "All Concerns with Code" list at the bottom of the screen, where it can be edited and its review status is listed.

7.2: After reviewing the comments under the code you are working with, click the **Concerns** link. Then click the **Create Concern** link to develop a concern that summarizes a set of comments under a specific comment code.

The screenshot shows the 'Create Concern' form. The top navigation bar and sidebar are identical to the previous screenshot. The main form has fields for 'Concern(s) for Code' (set to WH1100 (N) - Fisheries), 'Status' (set to In Progress), and 'Concern Statement' (containing the text 'A few commenters noted that the impact to fisheries from electric shock was not necessary given that the state had already stated...'). A note below the statement says 'A few commenters noted that the impact to fisheries from electric shock was not necessary given that the state had already stated...'. The form also includes fields for 'Response Type', 'Analyst' (set to Madelyn Ruffner), 'Completed Date', and 'Notes'. At the bottom, there is a section for 'Representative Quotes' with a table showing a single row: 'Comment ID' (47841), 'Representative Quote' ('You needless subjected the fish in McCarthy Crea...'), and a 'Use' checkbox (which is checked). Below this is a table titled 'All Concerns with Code: WH1100 (N) - Fisheries' with one row: 'ID' (14019), 'Concern Statement' ('A few commenters noted that the impact to fis...'), 'Analyst' (Ruffner, Madelyn), 'Status' (In Progress), and a 'Edit' link. At the bottom are 'Save', 'Cancel', and 'Clear' buttons.

Tip: You can use the Concern Status field to track progress and mark concerns as In Process or Complete. This can be useful particularly if others are reviewing your concern statements or for you to track which codes or concerns you are still working on.

8. Respond to a concern

Each substantive code should now have one or more concern statements that require further consideration by or a response from the team. A **response** addresses the comments summarized by a concern. Responses should clearly explain, in plain language, how the NPS addressed the concern, or if appropriate, why the concern was not addressed.. Responses can point the commenter to particular sections of the document for more information but should provide a comprehensive response to the comment.

8.1: First you should review all the concerns under the code you are working with. From the **Concerns** page, select the code you are working with and click **Search**. A list of all concern statements drafted for that code will appear.

The screenshot shows the PEPC software interface. The top navigation bar includes links for Home, Parks, Project / Search, Reports, Tools, Admin, and Logout. The Project Home section is selected. Below it, the 'Concerns' page is displayed. A sidebar on the left lists categories: 1 Project Setup, 2 Funding, 3 Internal Scoping / IDT Tasks, 4 Natural/Cultural Compliance, 5 Internal Documents / Comments, 6 Public Communication, and 7 Public Documents & Comment Analysis. Under 'Concerns', there is a 'Filter' section with fields for ID, Status (set to All), Code (set to WH1100 - Fisheries, highlighted with a red circle), Analyst, Has Response (set to All), and a 'Search' button (highlighted with a red circle). Below this, a message states: 'Concerns List (found total '1')' and provides instructions: '(Note: Only Region Admins and Park Admins have the right to Delete a Concern. Only concerns that have not been responded to can be deleted. Thanks for your cooperation.)'. A table shows the results: ID 14019, Code WH1100, Code Description Fisheries, Analyst Ruffner, Madelyn, Status In Process, Has Response Yes, and a Delete link.

Select the ID under the Concern List for the specific concern you would like to respond to.

The screenshot shows a concern detail page for ID 14019. The top navigation bar and Project Home section are identical to the previous screenshot. The main content area shows a 'Concern (14019)' row with 'Edit' and 'Create Response' buttons. Below this, detailed information is provided: Status: In Process, Code: WH1100 (N) - Fisheries, and Response Type: Response ID: 10474.

8.2: Click Create Response in the upper right-hand corner.



Go back

Project Home NOCA > High Mountain Lakes Fishery Management Plan/EIS (10007) > Public Documents > Draft Mountain Lakes Fishery Management Plan/EIS Document > Responses

1 Project Setup

2 Funding

3 Internal Scoping / IDT Tasks

4 Natural/Cultural Compliance

5 Internal Documents / Comments

6 Public Communication

7 Public Documents & Comment Analysis

- Public Documents
 - Document 11559: Document Details [View](#) | [Edit](#)
 - Correspondences
 - Comments
 - Concerns
 - Responses
 - Public Requests
 - Content Analysis Report
 - Sub/Non-Sub Report
 - Index by Org Type Report
 - Index by Code Report
 - Concern/Response Report

Add Management Notes File

Title: (You may enter a link to a file on another server OR choose a file to upload)

Link Location: (Links start with http://, https://, ftp://, or \\)

File: [Browse...](#) (Files should not be larger than 5MB)

[Add File](#) [Instructions for Linking or Uploading a file](#)

List of Management Notes Files

Order	Title	Delete
No files have been added.		

[Save](#) [Cancel](#)

From the Response Edit page, you can review the text of the concern statement and representative quote text to help you in drafting your response.

8.3: Fill in the response text and any other appropriate information (e.g., **response status** "in process" or "complete", completed date, attach notes).

8.4: Click **Save** to save your response.

9. Generating reports to use in analyzing comments

It is important that all commenters can track how NPS treated their correspondence and how we responded. This is also critical for the a decision file to show due diligence in involving the public in NPS's NEPA process. The following reports primarily help NPS track its progress in entering correspondence, creating comments, and coding them:

- Content Analysis Report – shows the distribution of comments by code and status and the distribution of correspondence by correspondence type (e.g., web, letter), organization type, state, and country. This report is very useful in determining who is commenting on your document and what issues they are commenting on.
- Substantive/Non-substantive Report – provides a filter of comments by whether they are substantive or not and can be sorted by code. This report is useful when drafting concern statements.

Other reports are more useful for the public to understand how its correspondence was considered and how NPS responded to substantive comments. These reports are the:

- Index by Organization Type Report – provides a list of the organizations by organization type and the codes their comments were coded to.
- Index by Code Report – provides the list of codes and the organizations that had comments coded to those codes.
- Concern Response Report – provides the final response document. Organized by code, this report contains all concern statements and responses, and includes representative quotes marked as "used."
- Demographics Report – provides a list of commenters who submitted correspondence, including full correspondence text and other identifying information.

The screenshot shows the PEPC (Planning, Environment and Public Comment) software interface. The top navigation bar includes links for Home, Parks, Project / Search, Reports, Tools, Admin, and Logout. The left sidebar lists numbered steps from 1 to 7, with step 7 currently selected. Step 7 is titled 'Public Documents & Comment Analysis' and includes a 'Public Document List' section with a 'Document 10007:' entry. The main content area is titled 'Concern Response Report'. It features a 'Report Criteria' section with a dropdown menu set to 'All' and a note: '**Blue codes in drop down list denote codes with unused supporting quotes'. Below this are 'Fields to show:' checkboxes for Notes, Concern ID, Concern Statement, Representative Quotes, Unused Representative Quotes, Corr. ID, Comment ID, Organization, Organization Type, and Response. A 'Generate Report' button is at the bottom. At the top of the main content area, there is a breadcrumb trail: WRST > McCarthy Creek Temporary Access (10008) > Public Documents > McCarthy Creek Temporary Access. On the right side of the main content area, there is a red oval highlighting the 'Excel', 'Word', and 'HTML print version' download links.

Each of these reports can be found under Step 7 in the left navigation menu.

For example, to generate the entire Concern Response Report which provides the responses for each concern statement under each code, click the **Concern Response Report** link on the left navigation menu.

Download or print the report in Excel, Word, or HTML.

You can also **Filter** the report by Code and **select fields** to display on the report.

The demographics report can be accessed by clicking **Demographics Report** on the left navigation menu under Step 7 for your document. You can choose the fields you wish to display. For correspondence, you can choose None (no correspondence text), All (all correspondence text including all form letters), Non-form letters (all correspondence text including non-form letters and the unique master form letters). Click **Generate Report**.

Download or print our report in Excel, HTML or Word..

Note: Commenters can choose whether to keep their name, street address, and email information private or not. If they choose to keep their information private, it will not appear on your demographics report.

PEPC
Planning, Environment and Public Comment

Home | Parks | Project / Search | Reports | Tools | Admin | Logout

[Reports > Demographics](#)

Report - Demographics

Report Criteria

Park:	Grand Canyon NP	Fields to show:
Project ID:	19398	City: <input type="checkbox"/>
Document ID:		State: <input type="checkbox"/>
Correspondence ID:		Country: <input type="checkbox"/>
Org. Type:	All	Zip Code: <input type="checkbox"/>
Affiliation:	All	Email: <input type="checkbox"/>
Receipt Date From:	<input type="text"/> <input type="text"/> <input type="text"/> <input type="text"/> <input type="button" value="Calendar"/>	Organization: <input type="checkbox"/>
Receipt Date To:	<input type="text"/> <input type="text"/> <input type="text"/> <input type="text"/> <input type="button" value="Calendar"/>	Project Title: <input type="checkbox"/>
Correspondence #:	From: <input type="text"/> To: <input type="text"/>	Correspondence: <input type="radio"/> None <input checked="" type="radio"/> All <input type="radio"/> Non-form letters <small>(including unique masters)</small>

Generate Report

Questions? Contact your park or regional administrator as listed under the "contact" link above the login box on the PEPC login page.

PEPC STEP 7 FAQS

How do I view all of the correspondence received for a project?

Use the Demographics report located in the reports tab along the top of the page as well as within Step 7, check the box after specifying the park, project ID and document ID (if desired). The output from this report will allow you to view the full text of every piece of correspondence that has been entered into PEPC.

What if I have a small project? Do I have to use Step 7 for the comment analysis?

Step 7 is not required. You may choose to analyze comments in any way you see fit, and Step 7 is one tool to help you address the public's concerns. However, if a project receives many pieces of correspondence, it may be to the park's benefit to use Step 7, as it automates the process and allows for easy output of tables and documents that would otherwise have to be created manually.

NEW Additional functionality has been added that allows parks/projects that receive very few comments to respond to each comment individually. To do so, after coding the comment, check the box labeled "Create Concern." Then, you can go directly to the Responses link and respond to the concern (comment).

What do I do with correspondence that was not submitted electronically?

If Step 7 is being used, this correspondence must be entered into the system manually. If the letter is typed, time may be saved by scanning the letter and cutting and pasting this into the system. The original can be uploaded as an attachment to the correspondence. If the letter is handwritten, the main comments can be typed in manually and the original document can be uploaded as an attachment.

Should an alternate email address be provided to the public as an additional pathway to submit comments?

There is no need to provide additional methods for commenting electronically. It is recommended that you do NOT also provide an email address for commenting, as this is unnecessary and it can be an onerous task to enter emails into PEPC manually later. You also take a risk that the email box may be overwhelmed.

My project is in the public scoping phase and PEPC only generates reports with fields for responses. Can I use PEPC for public scoping?

Yes, you can use PEPC for public scoping. The topic questions are especially beneficial for public scoping and the comments are coded to each topic question. Coding and identifying representative quotes are also useful tools for public scoping. Excel report formats allow you to download, remove columns, sort and organize the data.

We (park) have specific questions that we would like to get the public's feedback on during the public comment period. Is there a way to customize the electronic comment form?

Yes, when creating a document that will be posted to the public, there is a text box labeled "Topic Questions." Any questions that are entered in this box will be displayed below the document description on the public site.

Does PEPC have the ability to identify form letters?

Yes, as correspondence is being reviewed, you must identify a master form letter(s) in order for the system to be able to automatically identify form letters. Once a master(s) is identified, PEPC will compare the master form letter text to the text of all other correspondence. The matching utility compares strings of data from the master, along with length and distance to determine a match. If the letter is marked as a potential match, it is then necessary for the analyst to open each of the potential form letters and identify whether it is a form letter or not. The comparison tool can assist with this review.

What if I receive a large number of form letters in the mail? Do these have to be entered separately, one at a time?

It is up to you (park). If you would like PEPC to maintain an accurate mailing list (through use of the Demographics report), every piece of correspondence must be entered separately. However, if a mailing list is being kept separate from that in PEPC, an alternative method for dealing with these letters would be to count up the number received, enter the first one in PEPC as a master form letter and then in the number of signatures box, enter the number of letters you received.

How do I view all of the comment text that has been pulled from the correspondence?

Use the Substantive/Non-substantive (Sub/Non-Sub) report in the left-hand navigation bar. You can choose a certain code to view, or view all comments that were identified as being either substantive or non-substantive.

Do I have to identify representative quotes? What if my concern statements summarize the public's concerns adequately enough?

Using representative quotes is optional. For large projects with many comments under one code, or a concern statement that is general, selecting one or many representative quotes may reinforce the ideas of both the code and the concern statement submitted by the public. It is also very useful to have actual comment text within the body of the Concern/Response report for internal purposes when crafting responses to concern statements.

Why can there be more than one concern statement for each code?

Depending on the way the coding structure has been set up and whether it is made up of very specific codes, or more general codes, more than one idea may have been brought forth by the public and coded the same way. For example, if a code is identified as AL 5000: New alternatives, there might be two or three new alternatives identified that could be separate concern statements.

Can I use the same representative quote for multiple concern statements?

No, a representative quote can only be used for one concern statement. However, before it has been used, it will appear underneath all of the concern statements associated with the specific code. So, if a code has more than one concern statement, the representative quote will appear underneath both of them. Once the representative quote has been used, it will no longer appear under other the other concern statements for that code or any other code.

How does the system choose matches to a form letter?

The formletter matching utility uses Oracle's Utl.match based on Levenshtein distance algorithm.

IF FORMLETTER <= 4000 characters

If the percent match is less than 50%, then it is not considered a match to the Master.

If the distance (which is the number of characters that are different) < 50, then it tests further:

If the percent match is > 60 (less than 50 chars different and more than a 60% match) it is a YES (match).

If the percent match is between 50 and 60 (less than 50 chars different but between 51 and 60% match percentage) it is a POTENTIAL.

If the distance is < 150 characters,

If the percent match is > 85 (less than 120 chars different and more than 85% match) it is a YES (match).

If the percent match is <=85 (less than 120 chars different but 85% or less of a match) it is a POTENTIAL.

If the distance is < 1000 characters,

If the percent match is > 60 (less than 1000 chars different but more than 60% match) it is a POTENTIAL.

Otherwise, not a form letter match.

IF FORMLETTER > 4000 characters

It takes a number of strings from the master and looks for them in the one to match, and does a percentage match based on those strings.

# of Characters Different	Percent of Characters Matched (for form letters <= 4000 characters)				
	< 50 %	50% - 60%	60% - 85%	85% - 99%	100%
< 50 chars	No	P	FL	FL	FL
< 150 chars	No	P	P	FL	FL
< 1000 chars	No	No	P	P	FL
> 1000 chars	No	No	No	No	No
No Match					
Potential					
Form Letter					